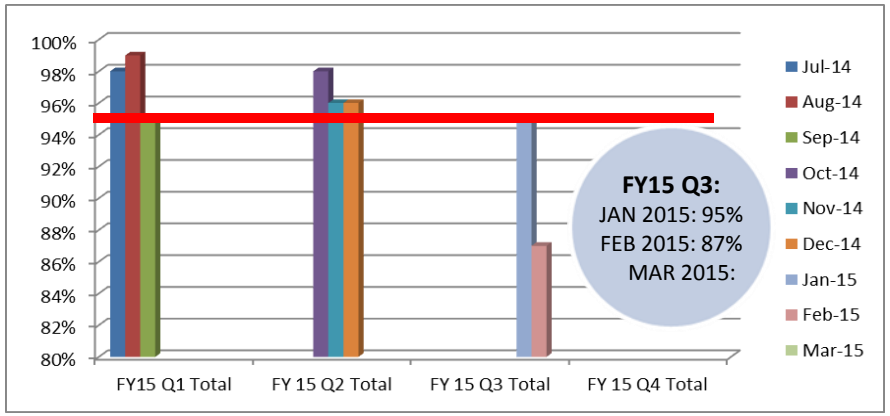
MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA)
PERFORMANCE MEASURES: FIXED ROUTE

IT IS OUR GOAL TO IMPROVE SERVICE, ON ALL LEVELS, ON A CONTINUOUS BASIS. IN ORDER TO DO SO, WE HAVE ESTABLISHED BENCHMARKS IN WHICH SERVICE IS MEASURED AGAINST REGULARLY TO UNDERSTAND WHERE IMPROVEMENTS MUST BE MADE AND WHERE OTHER LEVELS OF SERVICE MUST BE MAINTAINED.

THE FOLLOWING AREAS WILL BE MONITORED THROUGH FY15: ON-TIME PERFORMANCE, VALID COMPLAINTS, PREVENTABLE ACCIDENTS PER 100,000 MILES, MILES BETWEEN ROAD CALLS, PASSENGERS PER REVENUE MILE AND REVENUE HOUR AS WELL AS MAINTENANCE COST PER REVENUE MILE AND REVENUE HOUR.

ON TIME PERFORMANCE

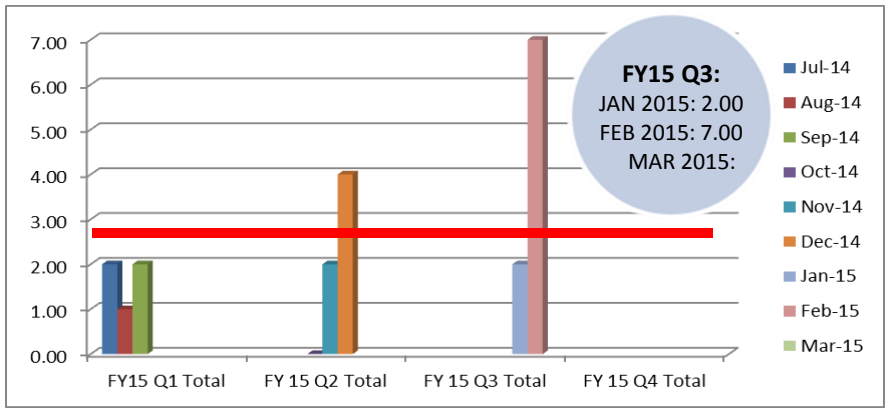


BENCHMARK: 95%

On-time performance is used to assess reliability of the services we provide. A trip is considered on-time when the vehicle leaves its origin on-time and arrives at its destination within 5-minutes of the scheduled time. (Please note: If a vehicle leaves early, it is not considered on-time.)

It is our objective to maintain and/or exceed the benchmark of 95% of all trips performed on time.

VALID COMPLAINTS



BENCHMARK: 2.78

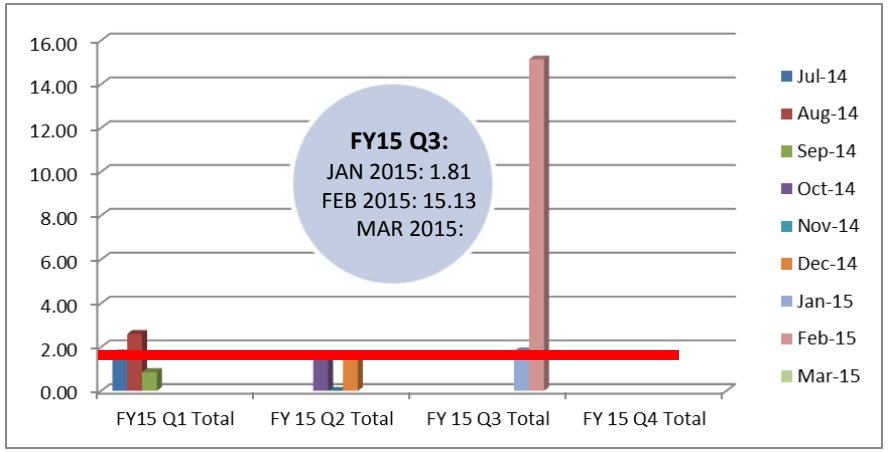
Valid complaints are used to assess the level of customer service that we provide.

It is our objective to decrease the number of valid complaints below the current benchmark of 2.78

Updated 3-18-15

MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA)
PERFORMANCE MEASURES: FIXED ROUTE

PREVENTABLE ACCIDENTS PER 100,000 MILES

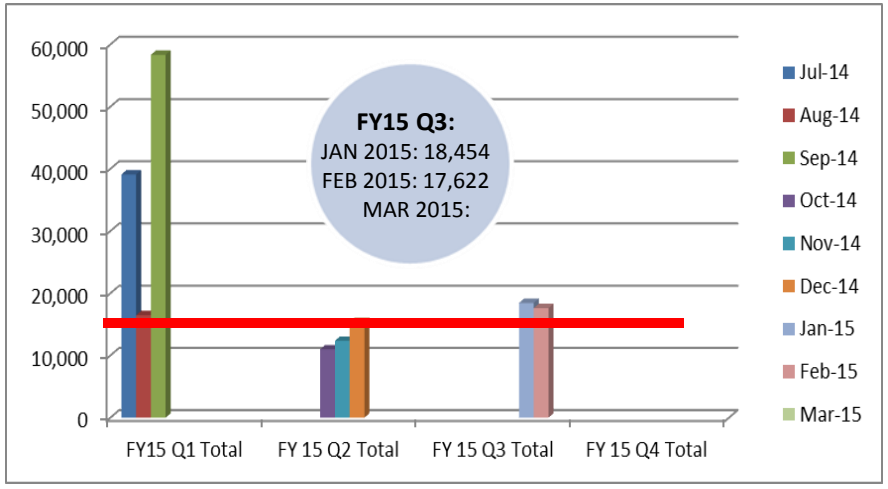


BENCHMARK: 1.83

Preventable accidents are used to measure safety. An accident is deemed preventable when a driver has done everything within his/her power (which includes stopping their vehicle) in order to prevent an accident.

It is our objective to remain below the benchmark of 1.83 preventable accidents per 100,000 miles.

MILES BETWEEN ROADCALLS



BENCHMARK: 15,502

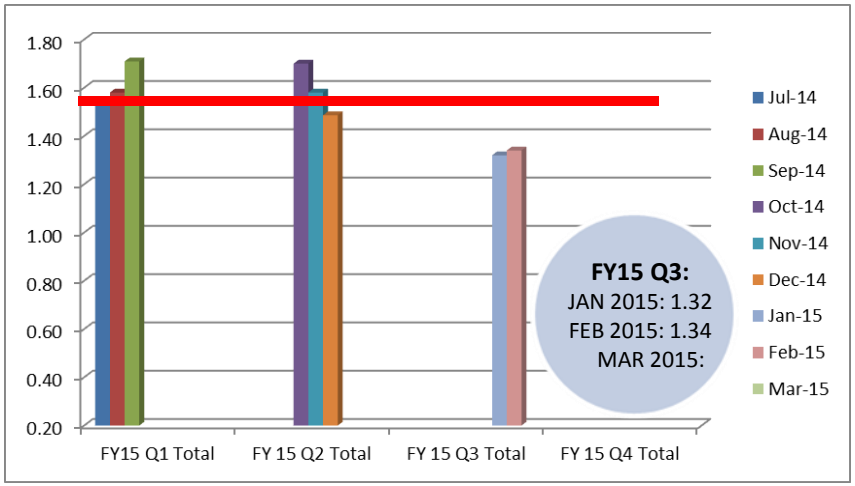
Miles between road calls are used to assess dependability.

It is our objective to exceed the benchmark of 15,502 miles by increasing the miles between road calls

Updated 3-18-15

MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA)
PERFORMANCE MEASURES: FIXED ROUTE

PASSENGERS PER REVENUE MILE

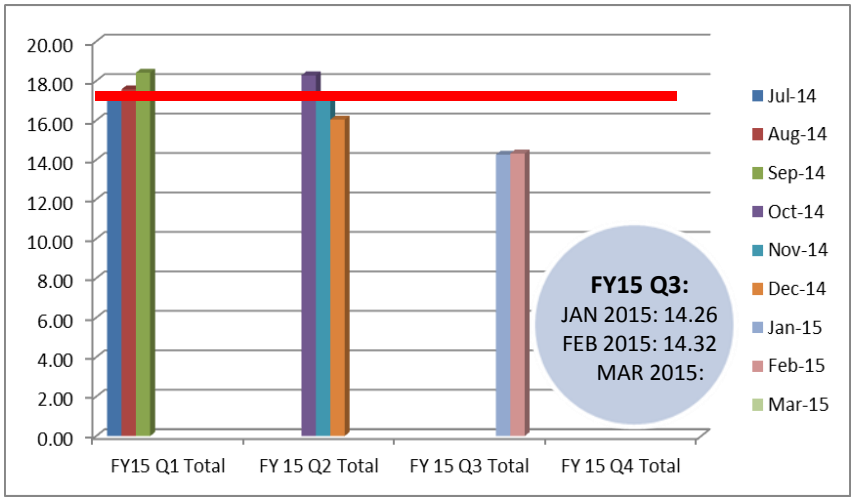


BENCHMARK: 1.56

Passengers per revenue mile are used to measure system productivity and its effectiveness of service provided. The more passengers transported per revenue mile, the more efficient the service.

It is our objective to exceed the benchmark of 1.56 passengers per revenue mile.

PASSENGERS PER REVENUE HOUR



BENCHMARK: 17.56

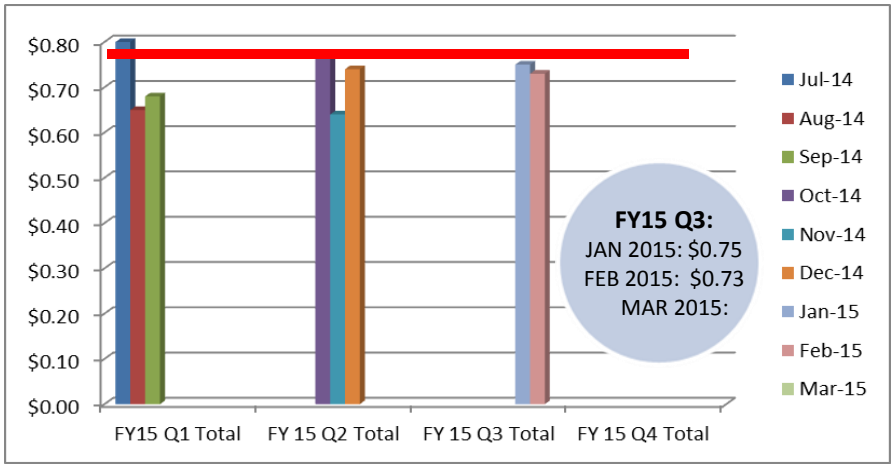
Passengers per revenue hour are used similarly to passengers per revenue mile. It is used to measure system productivity and its effectiveness of service provided. The more passengers transported per revenue hour, the more efficient the service.

It is our objective to exceed the benchmark of 17.56 passengers per revenue hour.

Updated 3-18-15

MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA)
PERFORMANCE MEASURES: FIXED ROUTE

MAINTENANCE COST PER REVENUE MILE

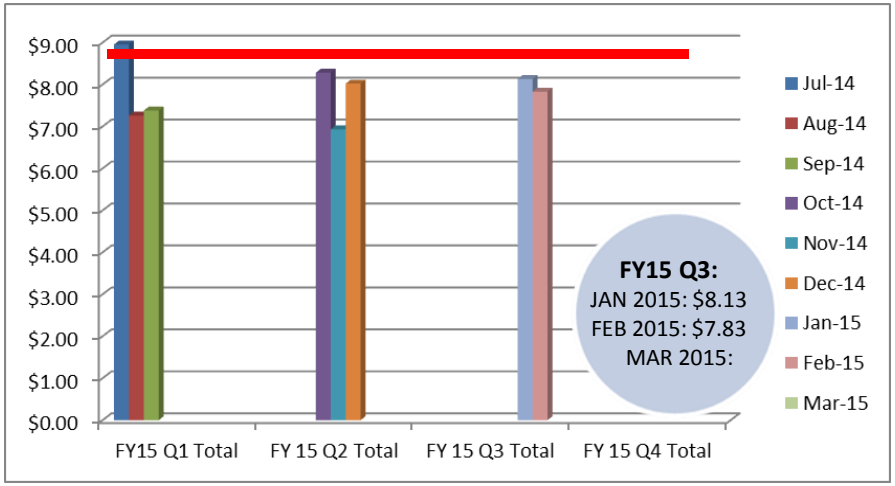


BENCHMARK: $0.77

Maintenance cost per revenue mile is used to measure cost efficiency of maintaining vehicles and the effectiveness of our maintenance program. The lower the cost per revenue mile, the more effective the preventative maintenance program.

It is our objective to reduce our maintenance cost per revenue mile below the benchmark of $0.77.

MAINTENANCE COST PER REVENUE HOUR



BENCHMARK: $8.85

Like the maintenance cost per revenue mile, Maintenance cost per revenue hour is used to measure cost efficiency of maintaining vehicles and the effectiveness of our maintenance program. The lower the cost per revenue hour, the more effective the preventative maintenance program.

It is our objective to reduce our maintenance cost per revenue hour below the benchmark of $8.85.

Updated 3-18-15

MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA)
PERFORMANCE MEASURES: PARATRANSIT

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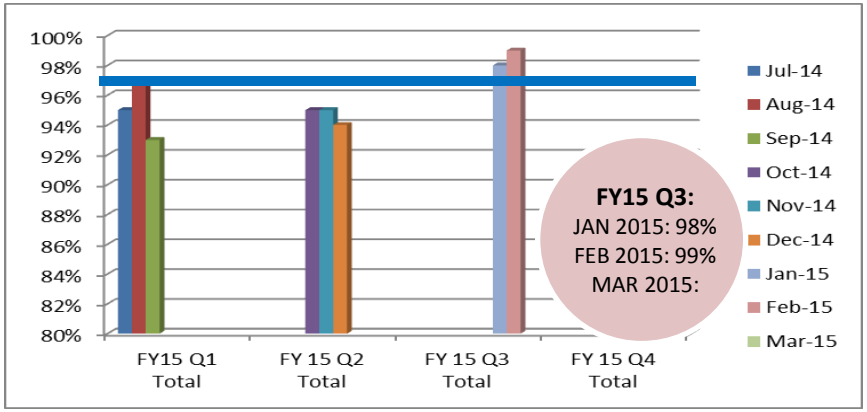
THE FOLLOWING AREAS WILL BE MONITORED THROUGH FY15: ON-TIME PERFORMANCE, VALID COMPLAINTS, PREVENTABLE ACCIDENTS PER 100,000 MILES, MILES BETWEEN ROAD CALLS, PASSENGERS PER REVENUE MILE AND REVENUE HOUR AS WELL AS MAINTENANCE COST PER REVENUE MILE AND REVENUE HOUR.

ON TIME PERFORMANCE

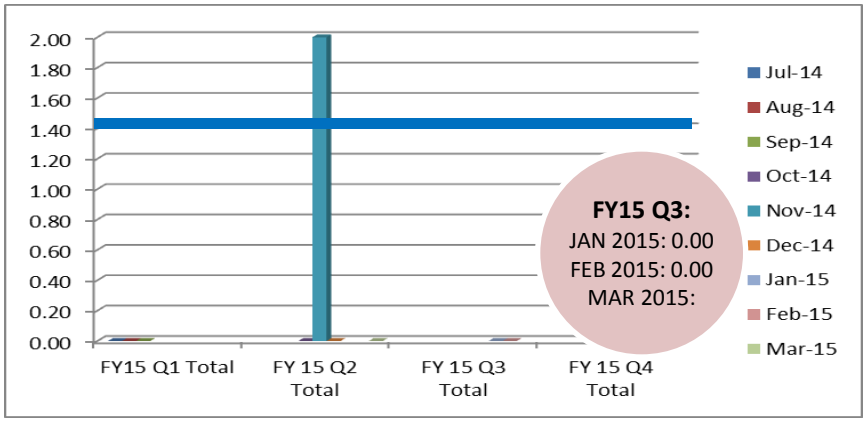


BENCHMARK: 97%

On-time performance is used to assess reliability of the services we provide. A trip is considered on-time when the vehicle arrives within the pick-up window of 15 minutes before or after the scheduled time.

It is our objective to maintain and/or exceed the benchmark of 97% of all trips performed on time.

VALID COMPLAINTS



BENCHMARK: 1.40

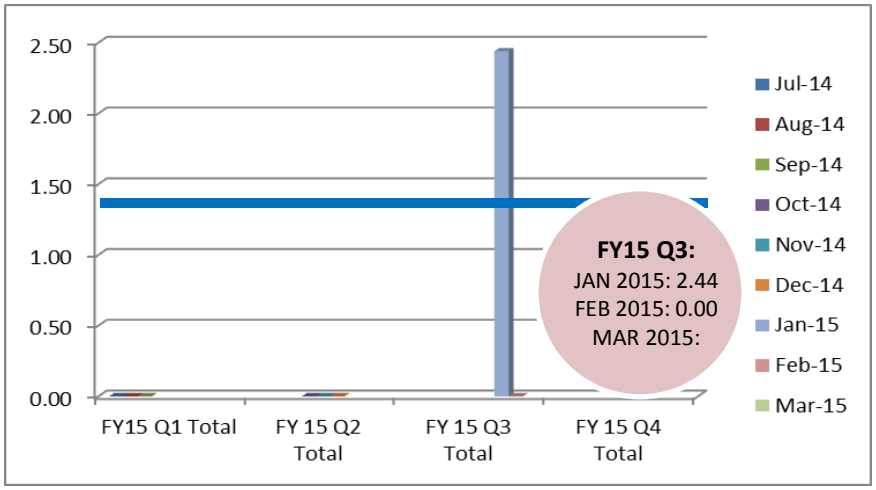
Valid complaints are used to assess the level of customer service that we provide.

It is our objective to keep the number of valid complaints below the current benchmark of 1.40.

Updated 3-18-15

MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA)
PERFORMANCE MEASURES: PARATRANSIT

PREVENTABLE ACCIDENTS PER 100,000 MILES

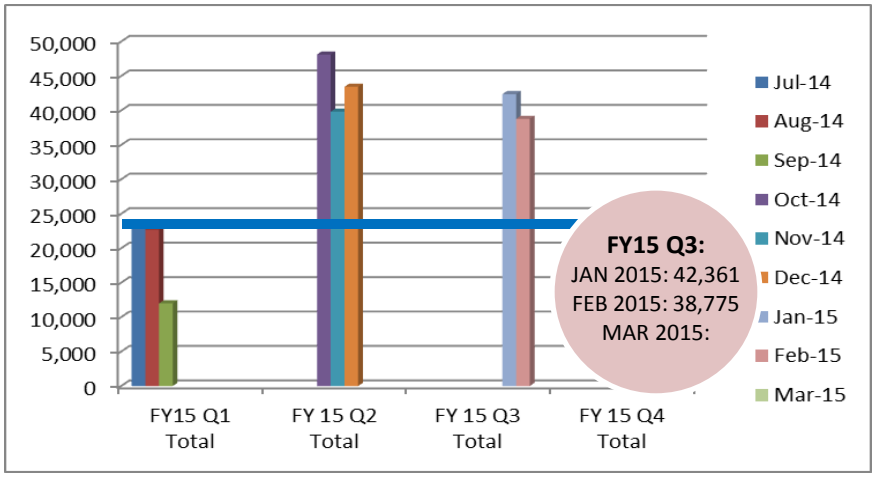


BENCHMARK: 1.45

Preventable accidents are used to measure safety. An accident is deemed preventable when a driver has done everything within his/her power (which includes stopping their vehicle) in order to prevent an accident.

It is our objective to remain below the benchmark of 1.45 preventable accidents per 100,000 miles.

MILES BETWEEN ROADCALLS



BENCHMARK: 23,752

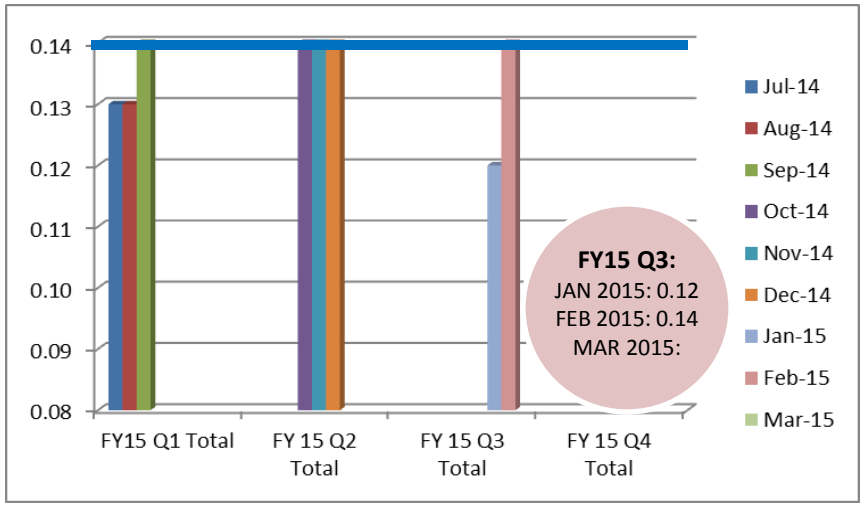
Miles between road calls are used to measure dependability.

It is our objective to exceed the benchmark of 23,752 miles by increasing the miles between road calls.

Updated 3-18-15

MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA)
PERFORMANCE MEASURES: PARATRANSIT

PASSENGERS PER REVENUE MILE

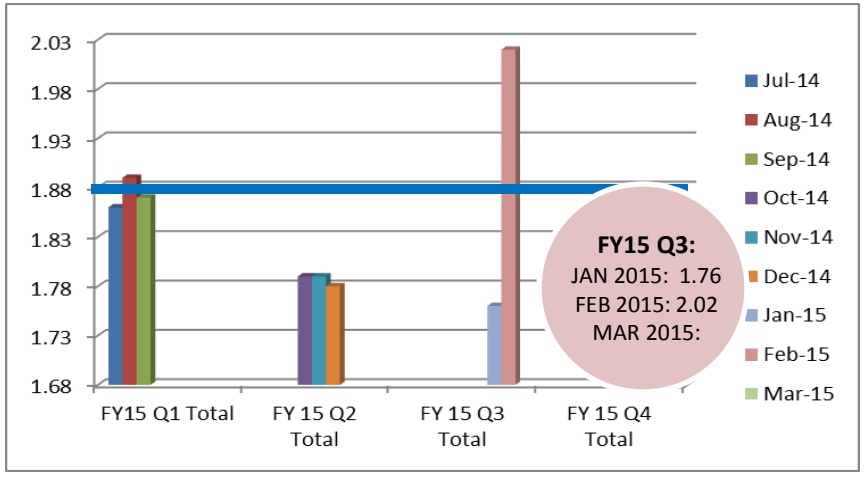


BENCHMARK: 0.14

Passengers per revenue mile are used to measure system productivity and its effectiveness of service provided. The more passengers transported per revenue mile, the more efficient the service.

It is our objective to exceed the benchmark of 0.14 passengers per revenue mile.

PASSENGERS PER REVENUE HOUR



BENCHMARK: 1.88

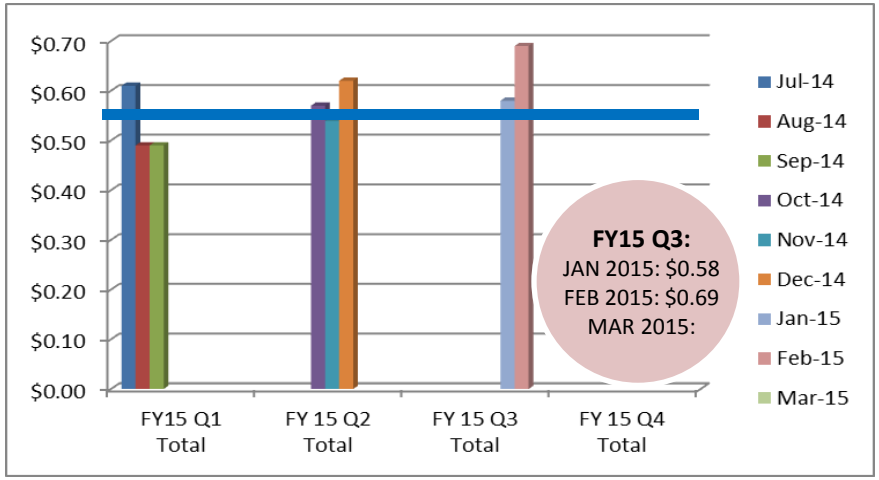
Passengers per revenue hour are used similarly to passengers per revenue mile. It is used to measure system productivity and its effectiveness of service provided. The more passengers transported per revenue hour, the more efficient the service.

It is our objective to exceed the benchmark of 1.88 passengers per revenue hour.

Updated 3-18-15

MERRIMACK VALLEY REGIONAL TRANSIT AUTHORITY (MVRTA)
PERFORMANCE MEASURES: PARATRANSIT

MAINTENANCE COST PER REVENUE MILE

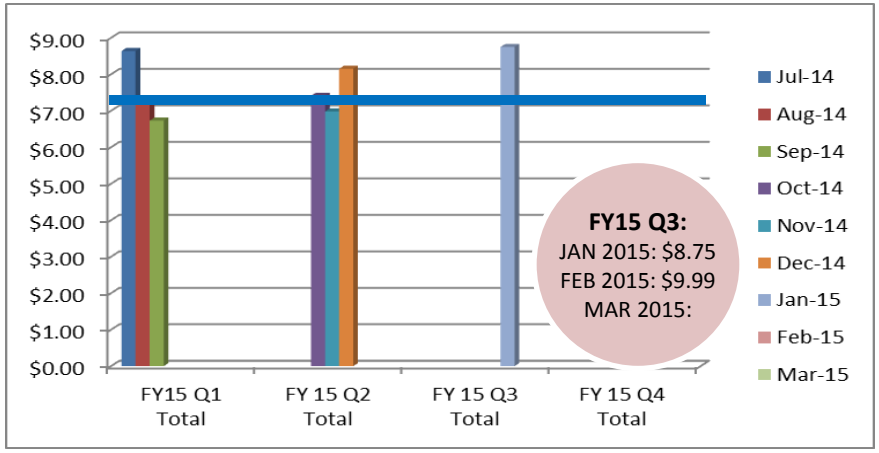


BENCHMARK: $0.55

Maintenance cost per revenue mile is used to measure cost efficiency of maintaining vehicles and the effectiveness of our maintenance program. The lower the cost per revenue mile, the more effective the preventative maintenance program.

It is our objective to reduce our maintenance cost per revenue mile below the benchmark of $0.55.

MAINTENANCE COST PER REVENUE HOUR



BENCHMARK: $7.17

Like the maintenance cost per revenue mile, Maintenance cost per revenue hour is used to measure cost efficiency of maintaining vehicles and the effectiveness of our maintenance program. The lower the cost per revenue hour, the more effective the preventative maintenance program.

It is our objective to reduce our maintenance cost per revenue hour below the benchmark of $7.17.

Updated 3-18-15